

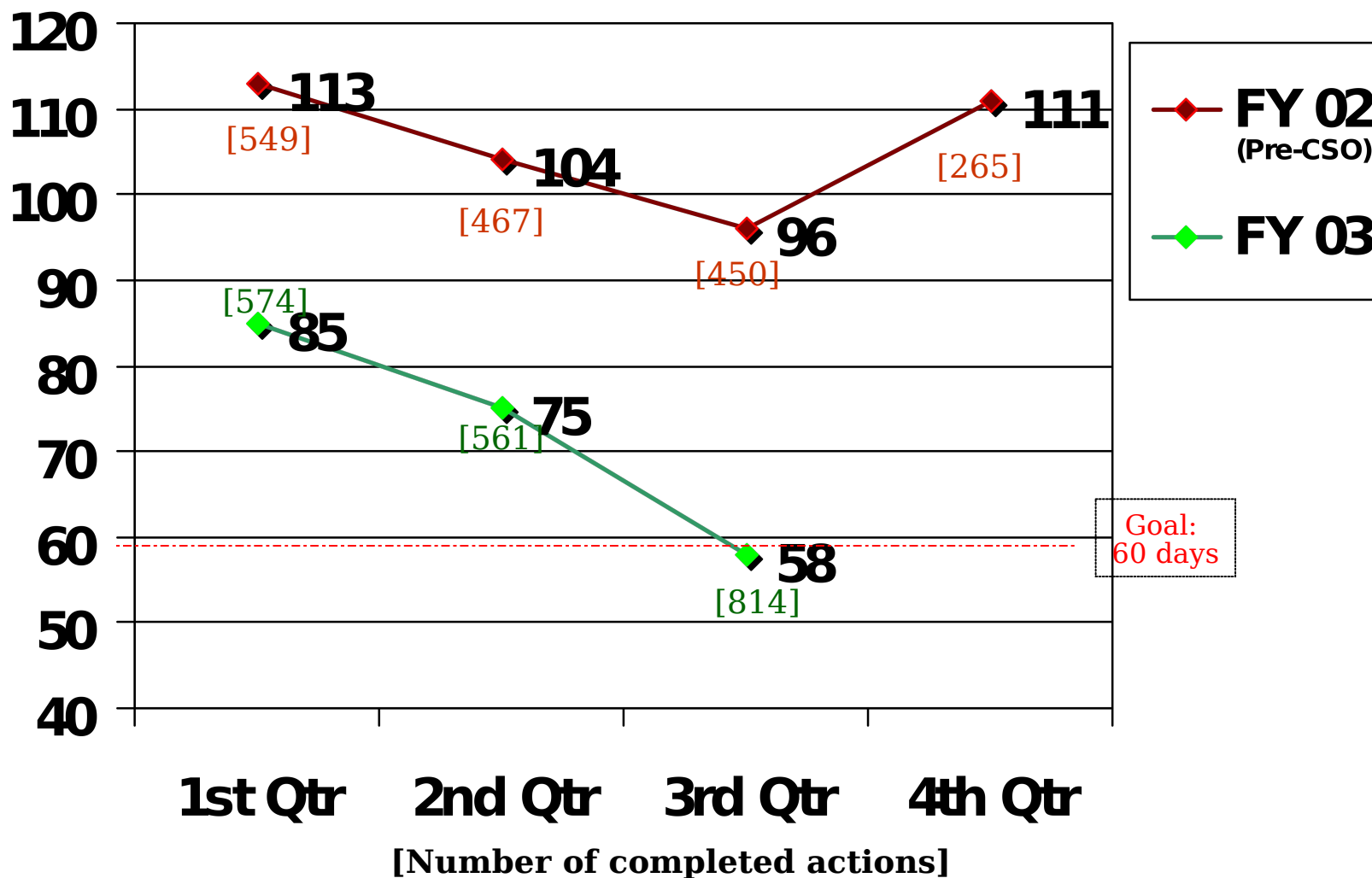


# J-1 HR Metrics

## 3<sup>rd</sup> Quarter, FY 2003



# DLA Fill Time DHRC

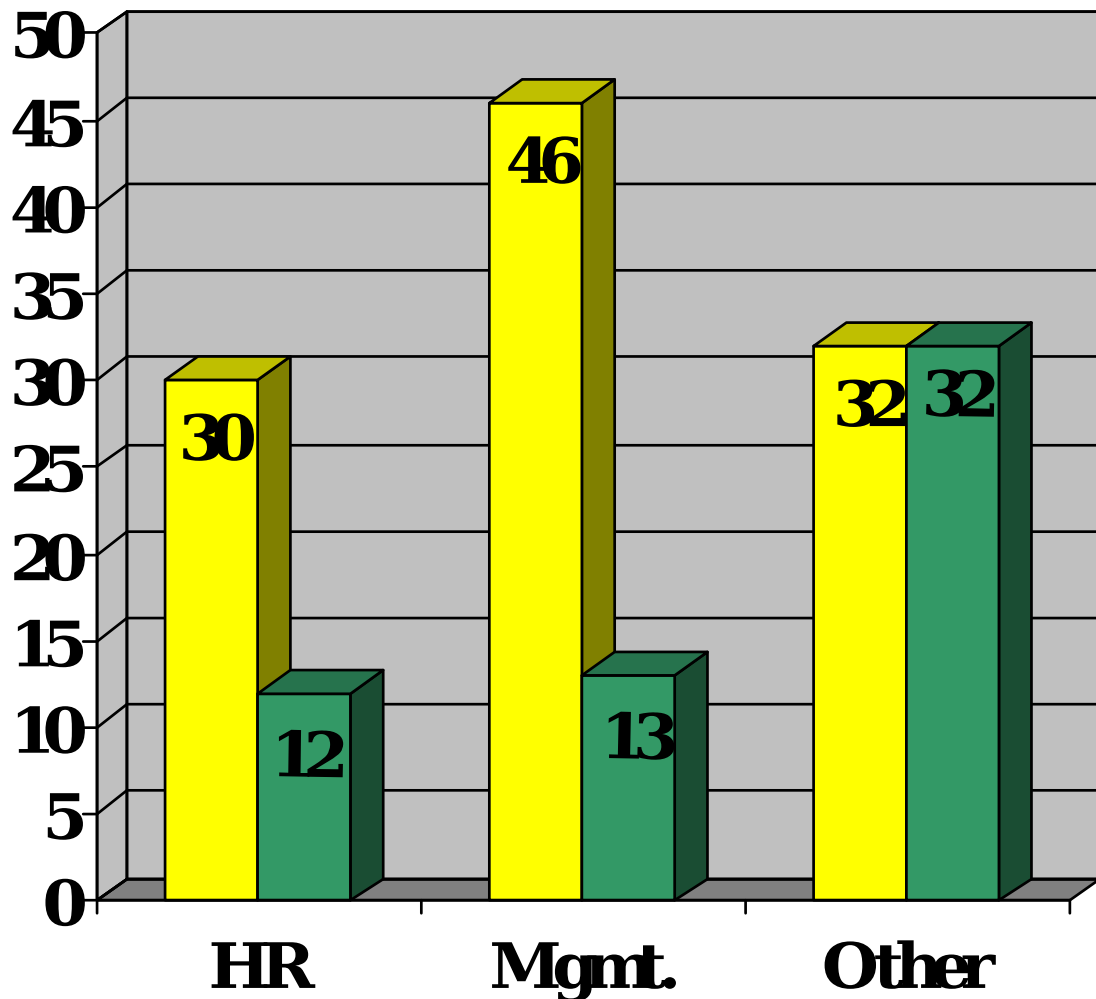




# DLA Fill Time

## 3rd Qtr FY 02 & 3rd Qtr FY 03

Average # Days - HRO to EOD



■ Pre-CSO, 3rd Qtr FY 02  
■ CSOC, 3rd Qtr FY 03

### Other\*

JOA Open Time

Release Date

Physical Exams

Drug Test

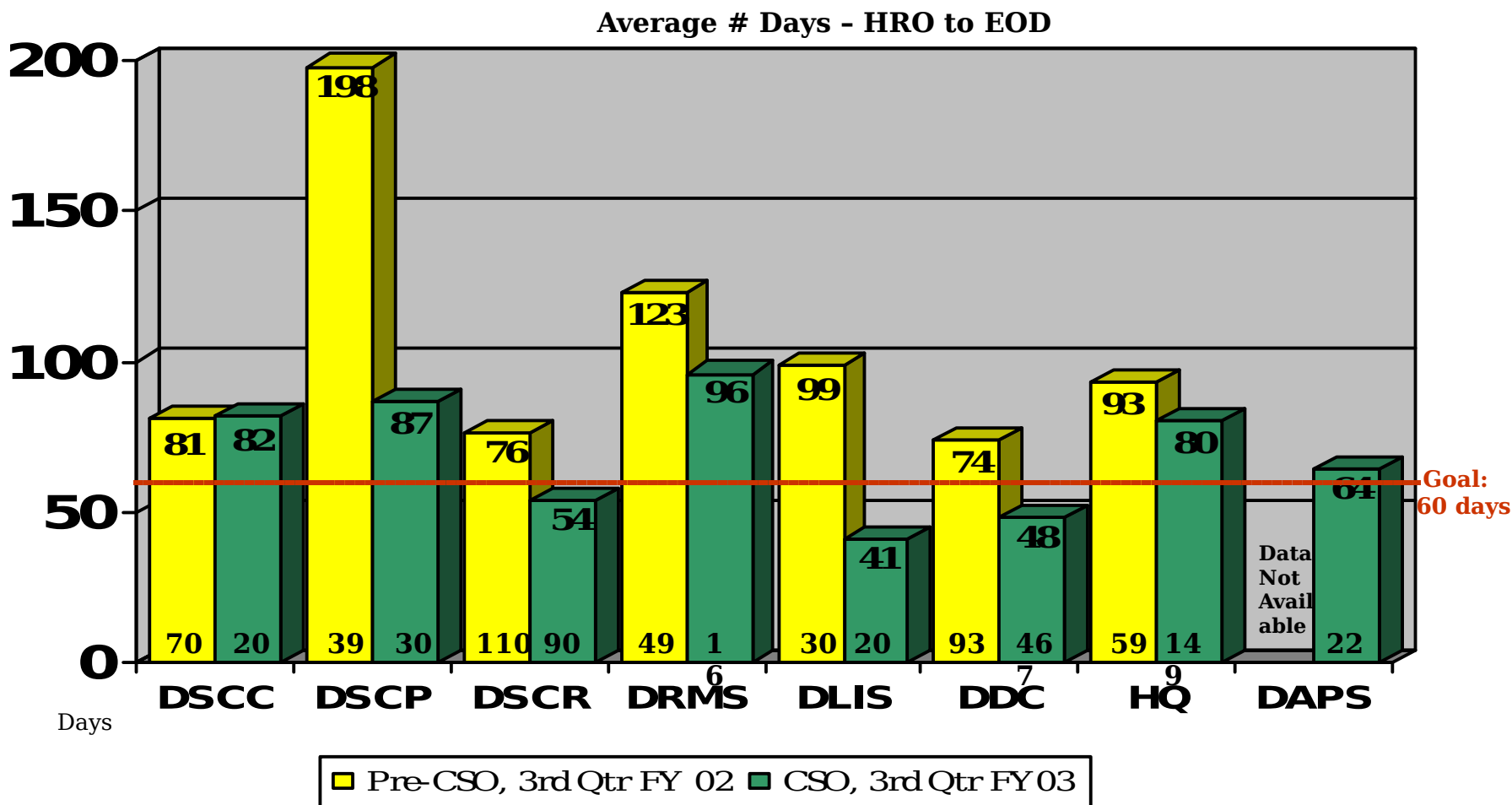
PCS Travel

Security



# DLA Fill Time

## 3rd Qtr FY 02 and 3rd Qtr FY 03



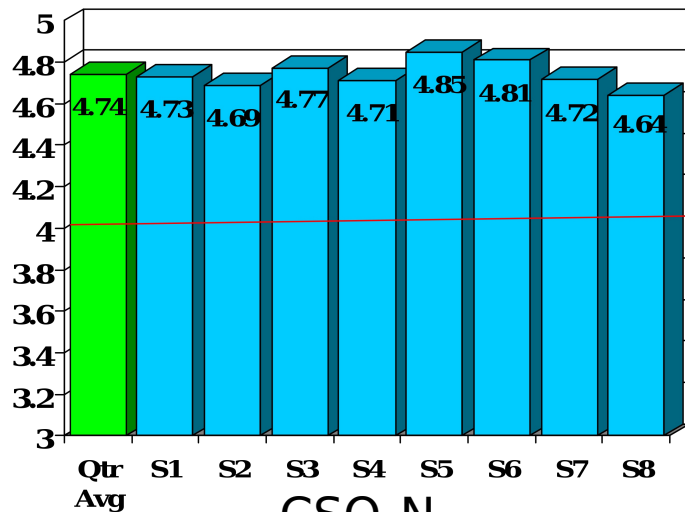
Number of completed actions shown at the bottom of each column.



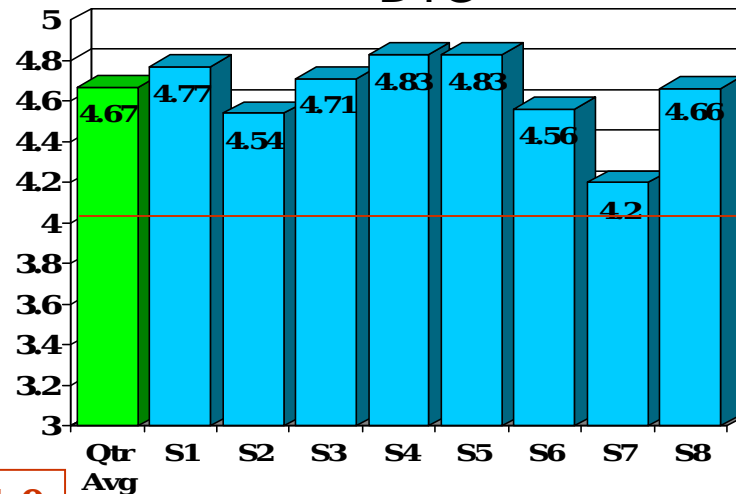
# Call Back Survey Results

## 3rd Quarter FY 03

CSO

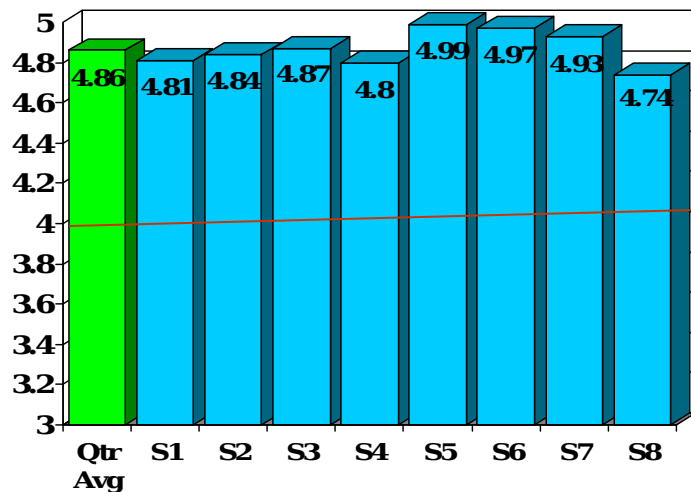


DTC

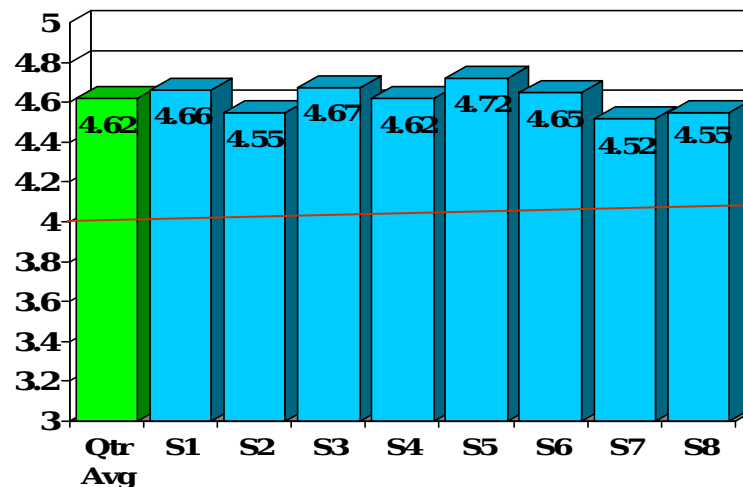


Goal: 4.0

CSO-N



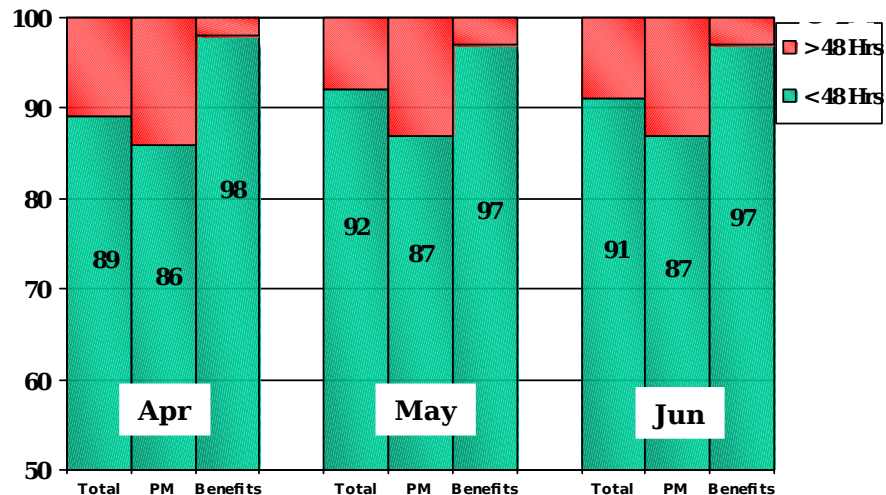
CSO-C



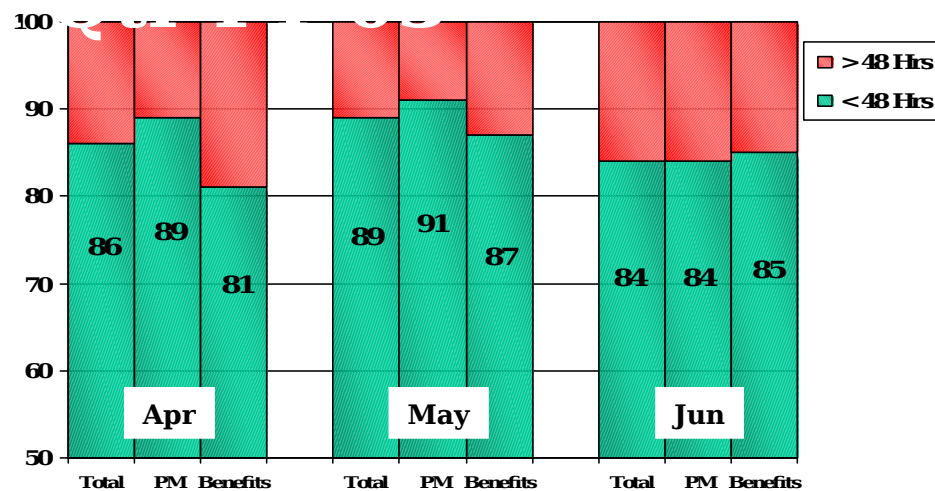


# 48 Hr Metrics Completed Customer Requests

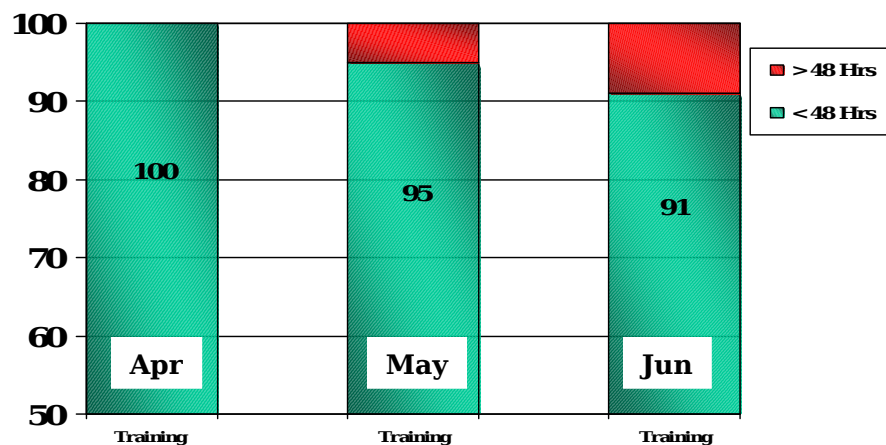
## CSO-N



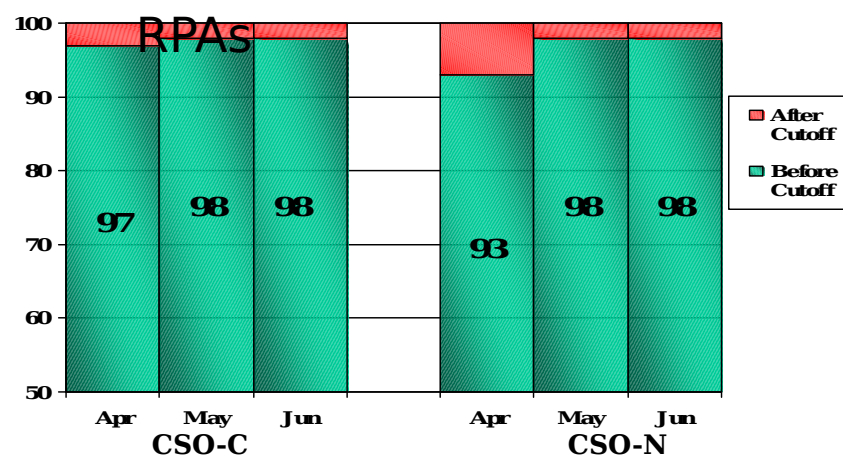
## CSO-C



## DTC



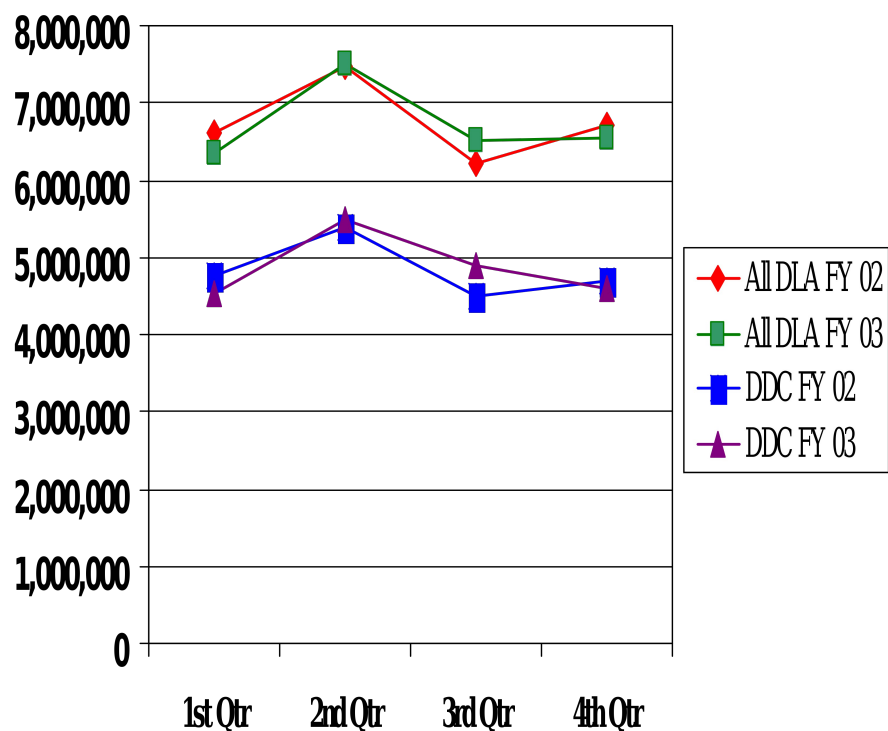
## CSO Time Definite





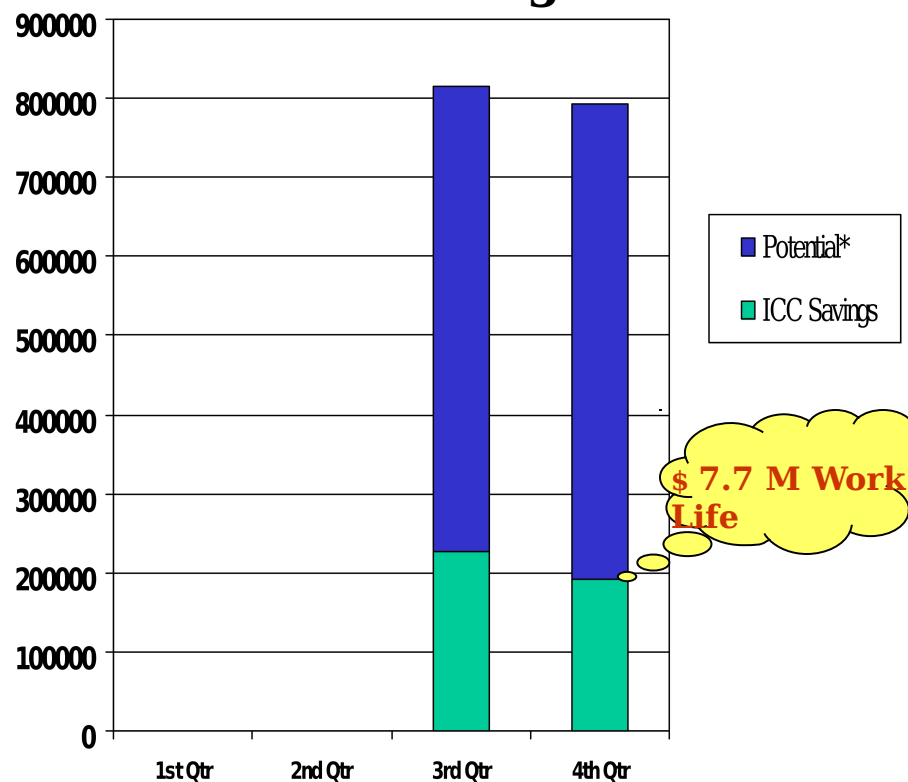
# Workers' Compensation Costs & Savings

## Workers' Comp Cost



DLA CBY 02 Total: \$ 27 M DLA CBY 03 Cumulative:  
\$ 27.1 M  
DDC CBY 02 Total: \$ 19.3 M DDC CBY 03 Cumulative:  
\$ 19.5 M

## DDC Savings



CBY 03 Actual Savings \$420,708  
Work Life Total: \$7,701,530  
\*Potential RTD - No Job Availability



# Exit Survey Results

## 3<sup>rd</sup> Quarter FY 03

- **Top five reasons employees left DLA (3<sup>rd</sup> Quarter)**

- Chance of getting promoted in future.
- Higher-level manager's style/competence in organization.
- VERA/VSIP.
- Organizational rules and policies worked under inhibit performance.
- Opportunities to participate in important decisions affecting work.

226 left  
DLA  
60  
surveys

- **Top five reasons employees left DLA (2<sup>nd</sup> Quarter)**

- VERA/VSIP.
- Higher-level manager's style/competence in organization.
- Chance of getting promoted in the future.
- Opportunities to participate in important decisions affecting work.
- Immediate supervisor's managerial style/competence.

327 left DLA  
77 surveys